



Out of the Box?

We are in the midst of a project to implement Remedy IT Service Management (ITSM) 7.x in support of DTS service delivery and service support processes. One of the goals of the project is to implement this suite of applications "Out of the Box."

Question: So what does "Out of the Box" mean or entail and how does it impact the quality of service we provide to the agencies we support?

Answer: It simply means that few, if any, changes to the core application programming provided by the vendor should be made. There are several reasons we do not want to change Remedy's core programming.

- If changes are made to the core programming, then we are required to maintain those changes.
- Customization may cause compatibility issues with Remedy version upgrades provided by the vendor.
- Customization may not be supported by BMC and as such, would prevent any support from the vendor with issues that arise.
- We take the chance of opening ourselves to software vulnerabilities through customization.

Question: How are customization or configuration changes requested and approved?

Answer: While customization or configuration changes can be made, request for these changes will go through a review process to determine the costs and benefits of the change; the impact to the system's performance and our customers; the applicability of the request across the enterprise; and the importance of the customization or configuration change. To request a change simply fill out the "Change Request Form" found on the DTS Remedy webpage at:

<http://dts.utah.gov/services/entprojects/remedy/index.html>.